Pharmacy Reengineering (PRE) Inbound ePrescribing (IEP) 5.0 User Guide



November 2021

Version 5.0 (Unit 5 Part 1)

Department of Veterans Affairs (VA)

Office of Information and Technology (OI&T)

Revision History

Date	Version	Description	Author
11/01/2021	5.0	PSO*7.0*617: Updated all screen captures with the latest versions Included changes related to Controlled Substance and Controlled Substance eRx processing Updated Title page, Revision History, and Footers	Liberty ITS
10/20/20	4.0	PSO_7_0_p581_UM updated: • Updated all screen shots with the latest versions • Added paragraph numbers to all paragraphs • Updated terminology throughout to comply with NCPDP 2017071 standards • Added "Prohibit Renewal Request" functionality details under Unit 3 • Added New unit for RxChange Requests and Responses - Unit 5 • Moved CancelRx Requests and Responses under Unit 6 • Added RxRenewal Response – Replace Type under Unit 5 • Added Note for RxVerify functionality under Unit 3 • Added Note for Reject functional under Unit 3	Technatomy
05/05/2020	3.0	PSO*7.0*610: • Added note to indicate a minor change in the display of the Station ID drop-down list in the Reports tab • Updated Title page, Revision History, and Footers	Liberty ITS
03/23/2020	2.9	PSO*7.0*590: • Added production application URL • Updated Title page, Revision History, and Footers	Liberty ITS
03/05/2020	2.8	PSO*7.0*591: • Updated Figure 3-44 and 3-45 • Updated Title page, Revision History, and Footers	Liberty ITS
08/27/2019	2.7	PSO*7.0*567 updated: • Help Desk contact information/name • Screen capture dates for ERX Lookback Days beginning with page 108 through 203 • Corrected Figure 3-12 and reworded the bullets above • Added Figure 3-13 • Title page, TOC, LOF, and Footers	Liberty ITS
05/07/2019	2.6	Updated document for the following: • Standardized images throughout document • Clarified patient DOB format under Table 3 • Added Note to replace text "Dispense Notes" with "Substitutions" under Track/Audit Details screen in Section 5 Inbound/Outbound Message Detail	Technatomy

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Date Version	Description	Author
Date Version	Added Note to indicate the change of screen/page title from "Users" to "User Management" in section 2.2.5 User Management Included description for ERX LOOK-BACK DAYS display on the Holding Queue's Traditional View and Patient Centric Views in section in section 3.5.1.2.1. Non-Actionable records are those that are in the Holding Queue but are not displayed in the List View. All records acknowledged, removed, rejected, processed/completed and auto-canceled are non-actionable. Non-Actionable records further include: RxRenewal Response — Approved RxRenewal Response — Approved with Changes (change to drug data only) RxChange Request CancelRx Response Inbound Errors related to CancelRx Responses For additional information on Actionable and Non-Actionable eRx Status Codes, refer to the tables in eRx Default Loopback Days Replaced column label "LAST USER" with "LOCKED BY" and updated the description under Table 9 Added the information for LOCKED BY column in section 3.5.2 Patient Centric View Replaced Figure 3-14, Figure 3-16, Figure 3-17, Figure 3-18, Figure 3-19, Figure 3-42, Figure 3-52, Figure 3-56, Figure 3-57, Figure 3-59, Figure 3-60, Figure 3-61, and Figure 3-68 for updated layout Added Note and included to indicate to the user that a Provider's DEA# has expired in section 3.6.2.3 Edit Provider Removed reference to "Limited Duration" field from Validate Drug/SIG for the modified workflow in section 3.6.3.3 Edit Drug/SIG Added description under Note for modified workflow in section 3.6.3.3.1 Additional Field-level Information Added scenarios for Quantity/Days Supply workflow under VD Edit screen based on Available Dosage(s) in section 3.6.3.3.2 Quantity/Days Supply workflow under Validate Drug/SIG > Edit: Added Note to replace text "Qty Qualifier" with "Code List Qualifier" and replace, "DAW Code" with "Substitutions" in section 3.13 Complete Orders from OERR and Patient Prescription Processing Added Note describing eRx Date, Date Written,	Author
	Date, and Written Date fields in section 3.13 Complete Orders from OERR and Patient Prescription Processing	

Date	Version	Description	Author
11/09/2018	2.5	 Updated per HPS Review pgs. 55, 57, 87, 88, 90, 92, 194, and 195. Updated Cover page to month of November (pg. i) (TWR, 508 accessibility checks, document is compliant) 	Technatomy
10/24/2018	2.4	Update TOC – Remove Graphic and reran TOC	Technatomy
08/27/2018	2.3	Technical Writer Review and 508 accessibility checks	Technatomy
08/01/2018	2.2	Updated screenshots and added R _x Renewal Requests and Responses and CancelR _x Requests and Responses sections	Liberty ITS
07/28/2018	2.1	Updated screenshots and added 30-day Lookback	Technatomy
4/12/2018	2.0	Updated screenshots to include 2.1 changes	Liberty ITS
11/15/2017	1.0	Baseline release: • Updated Table of Figures • Updates based on feedback from HPS • Updated screenshots and verbiage throughout the document, formatting, and sections Inbound ePrescribing Workflow and Summary/Details screen, Pharmacy Management section • Updates made based on changes made during SureScripts Certification and IOC Production Testing	Technatomy

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Unit 5. RxChange Requests and Responses

The RxChange Request function is used by pharmacists to generate and send outbound RxChange Requests. The RxChange Request message is sent to the external provider that originally sent the eR_X into VistA. After a RxChange Request has been sent to the external provider, the provider is able to send a RxChange Response back to the requesting Pharmacy.

The Pharmacy user is allowed to generate and send the following outbound RxChange Request types:

- **D DUE (Drug Use Evaluation):** May be used to request a prescriber authorize a change to the patient's current medication therapy, such as a dosing regimen change or an alternative medication that will have fewer, or no, adverse effects than the original prescription. This option is not available for CS eRx records.
- **G Generic Substitution:** A modification of the product prescribed to a generic equivalent. This option is not available for CS eRx records.
- **OS Out of Stock:** Pharmacy is out of stock of the medication prescribed and it cannot be obtained in a clinically appropriate timeframe. This option is not available for CS eRx records.
- **P Prior Authorization Required:** A request to obtain prior authorization before dispensing.
- S Script Clarification: The pharmacist needs to clarify what the prescriber is sending. This option is not available for CS eRx records.
- **T Therapeutic Interchange/Substitution:** A modification of the product prescribed to a preferred product choice. This option is not available for CS eRx records.
- **U Prescriber Authorization:** Resolution of the prescriber authorization conflict related to state/federal regulatory requirements is required before dispensing.

5.1 Generate RxChange Requests from Outpatient Profile

5.1.1 Hidden Action - eRx Change Request/EC

eR_X Change Request/EC is a hidden action used for requesting change on a NewRx message, in the Holding Queue. The user can exercise EC action on NewRx record in one of the following statuses: N, I, W, or PR.

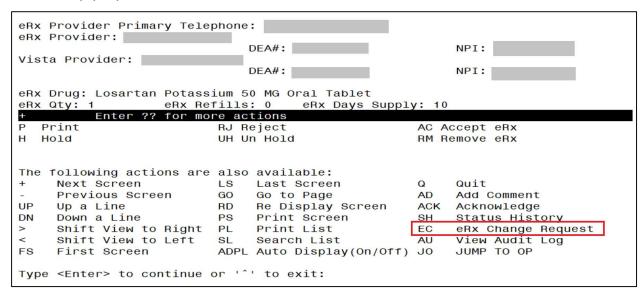


Figure 5-1: Hidden Action - EC/eR_X Change Request

5.1.1.1 HC Status/Hold Due to Change

Once a user requests change on a NewRx, the NewRx record is changed from its current Holding Queue status to HC/Hold Due to Change. When a record is in HC status only UH/Un Hold, P/Print and SH/Status History actions are available.

NOTE: HC status is unavailable for the user while manually putting a fillable eR_X record on 'Hold'.

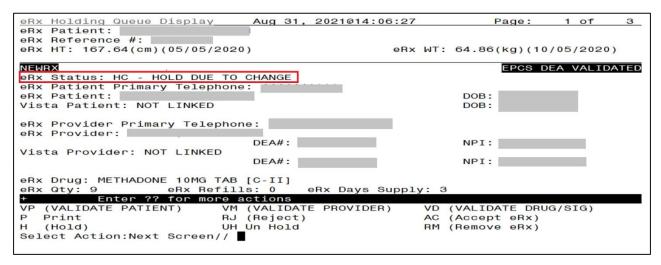


Figure 5-2: NewRx in HC Status

5.1.1.2 Un Hold an HC Record

When a NewRx record is in HC status the user may use UH/Un Hold action to revert the record back to its previous status.

5.1.2 Change Request Forms

5.1.2.1 Long Form

The long form is used for the change request types, D, G, T, OS, and S. On this version, there are two required fields, Drug and Substitutions. The user can request up to 3 new medications. The user can also enter an optional 'Note' and echo the eR_X Drug information back to the provider.

1. When the user exercises EC action, the eRX information is displayed for reference.

```
VP VALIDATE PATIENT
                          VM VALIDATE PROVIDER
                                                     VD VALIDATE DRUG/SIG
                          RJ Reject
                                                     AC Accept eRx
 Print
                          UH Un Hold
H
                                                     RM Remove eRx
  Hold
Select Action: Next Screen// EC
eRx Drug: predniSONE 20 mg tablet (DELTASONE)
Take 2 tablets (40 mg total) by mouth once daily for 4 days
eRx Notes: Take 2 tablets daily for 4 days
Select RX change message request code: D
                                                DUE (Drug Use Evaluation)
eRx Drug: predniSONE 20 mg tablet (DELTASONE)
Take 2 tablets (40 mg total) by mouth once daily for 4 days
eRx Notes: Take 2 tablets daily for 4 days
Note:
```

Figure 5-3: eR_X information on EC Form

• The user selects the change request code, D, G, T, OS, or S. An optional Note displays where the user enters a note for why the change is being requested. This option is not available for CS eRx records.

```
Print
                          RJ Reject
                                                     AC Accept eRx
H Hold
                          UH Un Hold
                                                     RM Remove eRx
Select Action: Next Screen// ec
eRx Drug: predniSONE 20 mg tablet (DELTASONE)
Take 2 tablets (40 mg total) by mouth once daily for 4 days
eRx Notes: Take 2 tablets daily for 4 days
Select RX change message request code: D
                                               DUE (Drug Use Evaluation)
eRx Drug: predniSONE 20 mg tablet (DELTASONE)
Take 2 tablets (40 mg total) by mouth once daily for 4 days
eRx Notes: Take 2 tablets daily for 4 days
Note: THIS IS FOR USER MANUAL SCREEN CAPTURE ON 09/30/2020
```

Figure 5-4: Optional Note on EC Form

2. The user is prompted to either select the eR_X Drug E or select another drug from local drug file, for requesting the medication. The user is also prompted select Y or N for Substitutions.

Figure 5-5: Selecting eR_X Drug on EC Form

```
eRx Notes: Take 2 tablets daily for 4 days
Note: THIS IS FOR USER MANUAL SCREEN CAPTURE ON 09/30/2020
eRx Drug: predniSONE 20 mg tablet (DELTASONE)
     Select one of the following:
          E
                    Use eRx Drug
                    Select from drug file
Enter response: Select from drug file
Select DRUG GENERIC NAME: DELTASONE
         DELTASONE
                    PREDNISONE 1MG TAB
                                                HS051
         DELTASONE
                    PREDNISONE 5MG TAB
                                                HS051
                   PREDNISONE 20MG TAB
                                                 HS051
     3
         DELTASONE
CHOOSE 1-3: 3 PREDNISONE 20MG TAB
                                            HS051
     Select one of the following:
                    YES
          N
                    NO
                                          T
Substitutions?: N//
```

Figure 5-6: Selecting Drug from local file on EC Form

- 3. The user is prompted to enter an optional 'Quantity'.
 - (i) If the user skips entering a value for 'Quantity', the next prompt for optional 'Days Supply' entry is displayed.

```
Note: THIS IS FOR USER MANUAL SCREEN CAPTURE ON 09/30/2020
eRx Drug: predniSONE 20 mg tablet (DELTASONE)
     Select one of the following:
                    Use eRx Drug
                    Select from drug file
Enter response: Select from drug file
Select DRUG GENERIC NAME: DELTASONE
         DELTASONE
                   PREDNISONE 1MG TAB
                                                HS051
         DELTASONE
                    PREDNISONE 5MG TAB
                                                HS051
                    PREDNISONE 20MG TAB
     3
         DELTASONE
                                                 HS051
CHOOSE 1-3: 3 PREDNISONE 20MG TAB
                                            HS051
     Select one of the following:
                    YES
                    NO
Substitutions?: N// YES
Quantity: (1-99999):
Days Supply: (1-365):
```

Figure 5-7: Skip Quantity entry on EC Form

(ii) If the user enters a value for 'Quantity', the 2 required fields associated with 'Quantity' field are displayed for the user.

```
eRx Drug: predniSONE 20 mg tablet (DELTASONE)
     Select one of the following:
                     Use eRx Drug
                     Select from drug file
Enter response: Select from drug file
Select DRUG GENERIC NAME: DELTASONE
         DELTASONE
                     PREDNISONE 1MG TAB
                                                  HS051
                     PREDNISONE 5MG TAB
         DELTASONE
                                                  HS051
3 DELTASONE PREDNISONE 20MG TAB CHOOSE 1-3: 3 PREDNISONE 20MG TAB
                                                   HS051
                                              HS051
     Select one of the following:
           Y
                     YES
          N
                     NO
Substitutions?: N// YES
Quantity: (1-99999): 30
Quantity Code List Qualifier: 38
                                          Original Quantity
Quantity Unit Of Measure: EACH C64933
                                              EACH
Days Supply:
               (1-365):
```

Figure 5-8: Quantity related fields on EC Form

NOTE: 'Quantity Code List Qualifier' and 'Quantity Unit Of Measure' are text entry fields. The user could enter "??" for each field to view the list of values they can select from.

4. The user is prompted to enter the optional 'Days Supply' and 'Refills' values.

```
Select one of the following:
                       Use eRx Drug
           S
                       Select from drug file
Enter response: Select from drug file
Select DRUG GENERIC NAME: DELTASONE
      1
          DELTASONE
                       PREDNISONE 1MG TAB
                                                        HS051
                       PREDNISONE 5MG TAB
      2
          DELTASONE
                                                        HS051
      3
          DELTASONE
                       PREDNISONE 20MG TAB
                                                         HS051
CHOOSE 1-3: 3 PREDNISONE 20MG TAB
                                                   HS051
      Select one of the following:
                        YES
                       NO
Substitutions?: N// YES
Quantity: (1-99999): 30
Quantity Code List Qualifier: 38
Quantity Unit Of Measure: EACH C64933
                                              Original Quantity
                                                   EACH
Days Supply: (1-365): 30
           (1-99): 2
Refills:
```

Figure 5-9: Days Supply and Refills on EC Form

5. The user is prompted to enter the optional SIG (using the Word Processing feature). The SIG maybe up to 1000 alphanumeric characters.

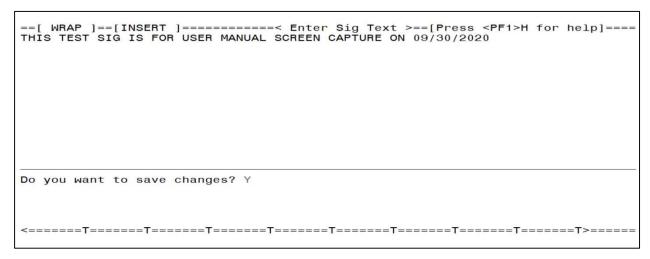


Figure 5-10: SIG on EC Form

6. The requested medication information is displayed for the user to review and decide if they want to use that or not. The user can send between one and 3 medications by answering the questions.

Figure 5-11: Additional Questions on EC Form

The option for selecting the G type change request is unavailable to the user when the substitutions on the original NewRx is allowed.

```
VALIDATE PATIENT
                           VM VALIDATE PROVIDER
                                                      VD VALIDATE DRUG/SIG
                           RJ Reject
                                                      AC Accept eRx
  Print
H
                           UH Un Hold
                                                      RM Remove eRx
  hold
Select Action: Next Screen// EC
eRx Drug: Topamax 100 MG Tablet
eRx Sig:
1 tablet bid Orally
eRx Notes:
Select RX change message request code: ??
   Choose from:
   1357
                D
                     DUE (Drug Use Evaluation)
                     Out of Stock
Prior Authorization Required
   1359
                OS
   1360
                P
                S
                     Script Clarification
   1361
   1362
                Т
                      Therapeutic Interchange/Substitution
                      Prescriber Authorization
   1363
Select RX change message request code:
```

Figure 5-12: G Unavailable When Substitutions Are Allowed

5.1.2.2 Short Form

The short form is used for the change request types P and U. On this version, the user can enter an optional 'Note'. No new medication can be requested on these change request types.

5.1.2.2.1 EC Form for Prior Authorization Request

1. When the user exercises EC action, the eRx information is displayed for reference.

```
eRx Drug: predniSONE 20 mg tablet (DELTASONE)
eRx Qty: 8 eRx Refills: 0 eRx Days
eRx Qty: 8
                                              eRx Days Supply: 4
eRx Written Date: SEP 11, 2020
                                                 eRx Issue Date: SEP 11, 2020
Prohibit Renewals: No
       Enter ?? for more actions
VP VALIDATE PATIENT
                                                                  VD VALIDATE DRUG/SIG
                                 VM VALIDATE PROVIDER
                                RJ Reject
P Print
H Hold
                                                                 AC Accept eRx
RM Remove eRx
                                UH Un Hold
Select Action: Next Screen// EC
eRx Drug: predniSONE 20 mg tablet (DELTASONE)
eRx Sig:
Take 2 tablets (40 mg total) by mouth once daily for 4 days
eRx Notes: Take 2 tablets daily for 4 days
Select RX change message request code: P
                    Prior Authorization Required
2 Prescriber Authorization U Prescriber Authorization CHOOSE 1-2: 1 P Prior Authorization Required Note: THIS IS FOR USER MANUAL SCREEN CAPTURE ON 09/30/2020
```

Figure 5-13: eR_X information and optional Note on EC Form

- 2. The user selects the change request code, P/Prior Authorization Required. An optional Note will be displayed where the user enters a note for why the change is being request.
- 3. The user then answers the question whether to send the request out or not.

```
eRx Written Date: SEP 11, 2020
Prohibit Renewals: No
                                                       eRx Issue Date: SEP 11, 2020
           Enter ?? for more actions
    VALIDATE PATIENT
                                    VM VALIDATE PROVIDER
                                                                        VD VALIDATE DRUG/SIG
                                    RJ Reject
P Print
H Hold
                                                                        AC Accept eRx
                                                                        RM Remove eRx
                                    UH Un Hold
Select Action: Next Screen// EC
eRx Drug: predniSONE 20 mg tablet (DELTASONE)
Take 2 tablets (40 mg total) by mouth once daily for 4 days
eRx Notes: Take 2 tablets daily for 4 days
Select RX change message request code: P

1 P Prior Authorization Required
2 Prescriber Authorization U Prescriber Authorization CHOOSE 1-2: 1 P Prior Authorization Required
Note: THIS IS FOR USER MANUAL SCREEN CAPTURE ON 09/30/2020
Would you like to send this Rx Change Request?? YES
eRx Change Request sent.
Type <Enter> to continue or '^' to exit: ■
```

Figure 5-14: Question on EC Form for P Type Request

5.1.2.2.2 EC Form for Prescriber Authorization Request

- 1. When the user exercises EC action, the eR_X information is displayed for reference.
- 2. The user selects the change request code, U/Prescriber Authorization.
- 3. The user selects the change request sub code for, U type request code.

```
Vista Provider: EPRESCRIBER, ERXAUTOMATED MR
                                                               NPI: 5132411013
eRx Drug: predniSONE 20 mg tablet (DELTASONE)
eRx Qty: 8 eRx Refills: 0 eRx Days Supply: 4
eRx Written Date: SEP 11, 2020
                                           eRx Issue Date: SEP 11, 2020
Prohibit Renewals: No
          Enter ?? for more actions
   VALIDATE PATIENT
                             VM VALIDATE PROVIDER
                                                         VD VALIDATE DRUG/SIG
                                                         AC Accept eRx
RM Remove eRx
                            RJ Reject
   Print
P Prin
                            UH Un Hold
Select Action: Next Screen// EC
eRx Drug: predniSONE 20 mg tablet (DELTASONE)
eRx Sig:
Take 2 tablets (40 mg total) by mouth once daily for 4 days
eRx Notes: Take 2 tablets daily for 4 days
Select RX change message request code: U
                                                   Prescriber Authorization
Select RX change message request sub-code: A
                                                        Prescriber must confirm their
 State license status
Note:
```

Figure 5-15: Change Request code and Sub Codes for U Type Request

```
Select RX change message request sub-code: ??
   Choose from:
                         Prescriber must confirm their State license status
Prescriber must confirm their DEA license status in prescr
   1364
   1365
                  В
ibing state
   1366
                  C
                         Prescriber must confirm their DEA registration by DEA clas
                         Prescriber must confirm their State Controlled Substance R
   1367
                  D
egistration license status
                         Prescriber must confirm their registration by State Contro
   1368
                  E
lled Substance Registration class
                         Prescriber must confirm their NADEAN license status
Prescriber must obtain/validate Type1 NPI
   1369
                  G
   1371
                         Prescriber must enroll/re-enroll with prescription benefit
 plan
   1372
                         Prescriber must confirm prescriptive authority criteria fo
                  T
r prescribed medication is met

1373 J Prescriber must enroll/re-enroll in REMS
   1374
                  K
                         Prescriber must confirm their assignment as patients' lock
-in prescriber
   1375
                         Prescriber must obtain/validate their supervising prescrib
er
   Type <Enter> to continue or '^' to exit:
```

Figure 5-16: Change Request Sub Codes List for U Type Request

4. An optional Note will be displayed where the user enters a note for why the change is being requested.

```
NPI:
Vista Provider:
eRx Drug: predniSONE 20 mg tablet (DELTASONE)
eRx Qty: 8 eRx Refills: 0 eRx Days
eRx Written Date: SEP 11, 2020 eRx I
                                        eRx Days Supply: 4
                                          eRx Issue Date: SEP 11, 2020
Prohibit Renewals: No
         Enter ?? for more actions
VP VALIDATE PATIENT
                                                        VD VALIDATE DRUG/SIG
                            VM VALIDATE PROVIDER
P Print
H Hold
                            RJ Reject
                                                        AC Accept eRx
                                                        RM Remove eRx
                            UH Un Hold
Select Action: Next Screen// EC
eRx Drug: predniSONE 20 mg tablet (DELTASONE)
Take 2 tablets (40 mg total) by mouth once daily for 4 days
eRx Notes: Take 2 tablets daily for 4 days
Select RX change message request code: U
                                                  Prescriber Authorization
Select RX change message request sub-code: B
                                                      Prescriber must confirm their
DEA license status in prescribing state
Note:
```

Figure 5-17: Optional Note on EC From for U Type Request

5. The user then answers the question whether to send the request out or not.

```
eRx Qty: 8
                      eRx Refills: 0
                                           eRx Days Supply: 4
eRx Written Date: SEP 11, 2020
                                              eRx Issue Date: SEP 11, 2020
Prohibit Renewals: No
           Enter ?? for more actions
   VALIDATE PATIENT
                                                            VD VALIDATE DRUG/SIG
                              VM VALIDATE PROVIDER
                              RJ Reject
   Print
                                                            AC Accept eRx
                              UH Un Hold
                                                            RM Remove eRx
   Hold
Select Action: Next Screen// EC
eRx Drug: predniSONE 20 mg tablet (DELTASONE)
eRx Sig: Take 2 tablets (40 mg total) by mouth once daily for 4 days \left( \frac{1}{2} \right)
eRx Notes: Take 2 tablets daily for 4 days
Select RX change message request code: U
                                                      Prescriber Authorization
Select RX change message request sub-code: B
                                                           Prescriber must confirm their
DEA license status in prescribing state
Note: THIS IS FOR USER MANUAL SCREEN CAPTURE ON 09/30/2020
Would you like to send this Rx Change Request?? NO RxChangeRequest cancelled.
                                '^' to exit:
Type <Enter> to continue or
```

Figure 5-18: Question on EC Form for U Type Request

5.2 RxChange Requests in the eRx Holding Queue

Outbound RxChange Request messages sent from VistA Outpatient Profile are stored in the Holding Queue. They can be viewed using search criteria or in the <**MV**> Message View action. To view a RxChange Request:

- 1. From the eR_X Holding Queue List screen, type <**MV**> Message View.
- 2. Type <**CR**> RxChange Request.

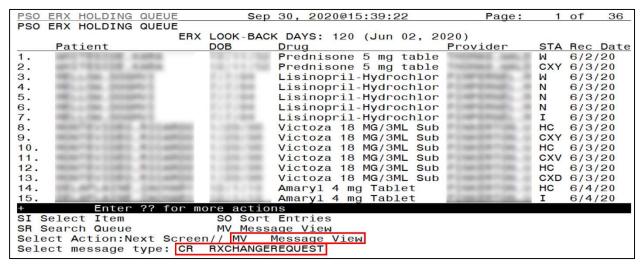


Figure 5-19: Message View Action and RxChange Request

The Holding Queue displays all RxChange Request messages, sorted by received date in descending order (newest requests first).

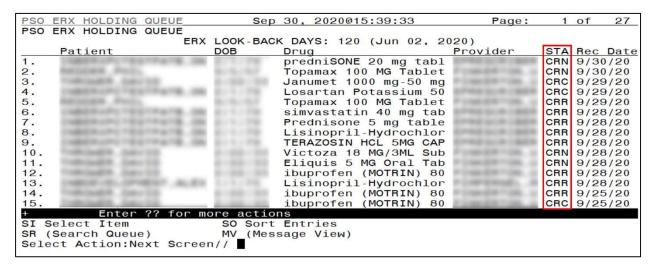


Figure 5-20: Message View Displaying RxChange Request Messages

The RxChange Request message statuses are displayed in the "Status" column on the eR_X Holding Queue. For RxChange Request statuses, refer to <u>Table 11</u> in <u>Appendix B: Holding Queue Status Codes & Descriptions</u> in User Manual Unit 6 (PSO_7_0_P617_UM_6) available on the Veteran's Documentation Library (VDL).

NOTE: RxChange Request messages are not in actionable statuses and so, they are not displayed in the Holding Queue's list view. Users may view them only by using <**MV**> Message View action or using the <**SR**> Search criteria.

RxChange Requests in the Holding Queue without a response or an error received for 2 weeks or more, change status from CRN (RxChange Request - New) to CRX (RxChange Request Expired) in the Holding Queue.

5.3 RxChange Request Message Details View

The Pharmacy user may select the RxChange Request message to display from the Holding Queue to view the message details in the Message Details View.

5.3.1 RxChange Request for D, G, T, OS, and S Request types

The Message Details View looks the same for all the request types D, G, T, OS, and S. The 'Change Request Type' field displays what the request type is based on the user's selection while generating the request.

```
eRx Holding Queue Display eRx Patient:
                            Sep 30, 2020@15:47:11
                                                         Page:
                                                                  1 of
eRx Reference #:
eRx HT: 177.8(cm)(04/09/2020)
                                             eRx WT: 90.26(kg)(04/09/2020)
RXCHANGEREQUEST
eRx Status: RXCHANGE REQUEST - NEW
eRx Patient Primary Telephone:
eRx Patient:
                                                      DOB:
Vista Patient: NOT LINKED
                                                      DOB: N/A
eRx Provider Primary Telephone:
eRx Provider:
                                                      NPI:
Vista Provider: NOT LINKED
                                                      NPI: N/A
eRx Drug: Topamax 100 MG Tablet
        60 eRx Refills: 1
Enter ?? for more actions
                                   eRx Days Supply: 60
                        VM (VALIDATE PROVIDER)
RJ (Reject)
UH (Un Hold)
   (VALIDATE PATIENT)
                                                    (VALIDATE DRUG/SIG)
  Print
                                                 AC (Accept eRx)
   (Hold)
                                                 RM (Remove eRx)
Select Action: Next Screen//
```

Figure 5-21: RxChange Request - New

```
eRx Holding Queue Display
                            Sep 30, 2020@15:48:20
eRx Patient:
eRx Reference #:
eRx HT: 177.8(cm)(04/09/2020)
                                             eRx WT: 90.26(kg)(04/09/2020)
eRx Written Date: AUG 12, 2020
                                     eRx Issue Date: AUG 12, 2020
eRx Sig:
1 tablet bid Orally
Drug: Topamax 100 MG Tablet
Substitutions: NO
Note: testing OS
Qty: 30
                     Refills: 1
                                         Days Supply: 30
Quantity Unit Of Measure: CAPSULE DOSING UNIT
testing os - 1
        Enter ?? for more actions
  (VALIDATE PATIENT)
                        VM (VALIDATE PROVIDER)
                                                    (VALIDATE DRUG/SIG)
 Print
                        RJ (Reject)
                                                 AC (Accept eRx)
RM (Remove eRx)
H (Hold) UH (Un Hold)
Select Action:Next Screen// ■
```

Figure 5-22: RxChange Medication Request 1

```
Sep 30, 2020@15:48:58
eRx Holding Queue Display
eRx Patient:
eRx Reference #:
eRx HT: 177.8(cm)(04/09/2020)
                                          eRx WT: 90.26(kg)(04/09/2020)
Quantity Unit Of Measure: CAPSULE DOSING UNIT
testing os - 1
Drug: IBUPROFEN 800MG TAB
Substitutions: NO
Note: testing os -2
Qty: 30
                   Refills: 1
                                      Days Supply: 1
Quantity Unit Of Measure: CAPSULE DOSING UNIT
testing os - 2
Enter ?? for more actions
VF (VALIDATE PATIENT) VM (VALIDATE PROVIDER)
P Print RJ (Reject)
H (Hold) UH (Un Hold)
Select Action:Next Screen//
                                              VD (VALIDATE DRUG/SIG)
                                              AC (Accept eRx)
RM (Remove eRx)
```

Figure 5-23: RxChange Medication Request 2

```
eRx Holding Queue Display
                                                              4
                       Sep 30, 2020@15:50:44
                                                 Page:
                                                        3 of
eRx Patient:
eRx Reference #:
eRx HT: 177.8(cm)(04/09/2020)
                                      eRx WT: 90.26(kg)(04/09/2020)
testing os - 2
     Requested By:
Request Date/Time: SEP 30, 2020@10:20:24
RxChange Request Comments:
Comments By:
Comments Date/Time:
Request Reference #:
New eRx Reference #:
Response eRx Reference #:

Enter ?? for more actions
VP (VALIDATE PATIENT)
                    VM (VALIDATE PROVIDER)
RJ (Reject)
                                          VD (VALIDATE DRUG/SIG)
P Print
                                         AC (Accept eRx)
  (Hold)
                    UH (Un Hold)
Select Action:Quit//
```

Figure 5-24: RxChange Request and Message History

The Message History segment displays message history with a reference to the original R_X. The RxChange Request Reference # field displays a "V", indicating that this was generated from VistA.

5.3.2 RxChange Request for P and U Request Types

The Message Details View looks almost the same for all the request types P and U. In case of U only, the sub request code is included. The 'Change Request Type' field displays what the request type is based on the user's selection while generating the request.

eRx Holding Queue Display eRx Patient:	Aug 31, 2021@14:1	9:09	Page: 1	of 3		
eRx Reference #: eRx HT: 167.64(cm)(05/05/2020))	eRx WT: 64.86	(kg)(10/05	/2020)		
RXCHANGEREQUEST eRx Status: RXCHANGE REQUEST - NEW Change Request Type: Prior Authorization Required ***********************************						
eRx Patient Primary Telephone eRx Patient: Vista Patient: NOT LINKED):	DOB:				
eRx Provider Primary TelephoreRx Provider:						
Vista Provider: NOT LINKED	DEA#:	NPI:				
VISTA PIOVIDEI. NOI LINKED	DEA#:	NPI:				
+ Enter ?? for more actions						
	(VALIDATE PROVIDER		ATE DRUG/S	IG)		
	(Reject) (Un Hold)	AC (Accept				
Select Action:Next Screen//	(OII HOLG)	An (Remove	e enx)			

Figure 5-25: RxChange Request - New (P type request)



Figure 5-26: RxChange Request - New (U type request)

5.4 RxChange Responses in the eRx Holding Queue

When a RxChange Response is received from an external provider for the RxChange Request sent from VistA OP, the RxChange Response message is first received by the Hub and is then sent to the VistA Holding Queue. The RxChange Response message types include:

- Approved
- Approved with Changes
- Validated
- Denied

RxChange Responses that are in actionable statuses are displayed in the Holding Queue's list view. For the full list of RxChange Response statuses, refer to <u>Table 12</u> in <u>Appendix B: Holding</u> Queue Status Codes & Descriptions in Unit 6.

To view a RxChange Response in the Holding Queue:

- 1. From the eR_X Holding Queue List screen, type $\langle MV \rangle$ Message View.
- 2. Type <**CX**> RxChange Response.

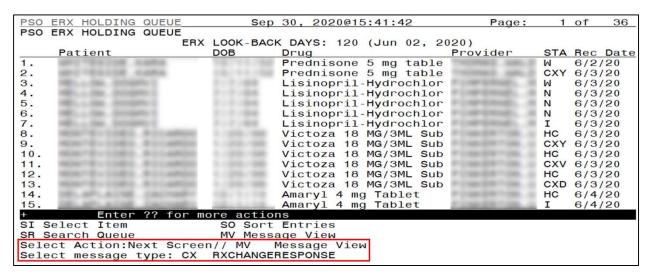


Figure 5-27: Message View Action



Figure 5-28: Holding Queue Displaying RxChange Response Messages